

Lumen Prescription Drug Benefits Guide

For Surest Health Plan members

When it comes to prescription medication, you want to feel confident and in control. This guide will give you information so you can make the most of your Lumen prescription drug benefits by understanding the best way to get your prescription medication at the best price and in the most convenient way.

How much will my medications cost?

With Surest, your prescription costs are clear. You pay the amount listed below. If the actual cost of the drug is lower than these amounts, you will pay the lower cost. Surest offers you the ability to get your 30- or 90-day supply prescriptions at a retail store or a 90-day supply through mail order, the choice is yours.

Mandatory mail order is not required for the Surest Health Plan, but Surest members can use mail order to save money on their 90-day fills.

	Tier 1	Tier 2	Tier 3	Tier 4
	Medications that provide the highest overall value. Mostly generic drugs though some brand-name drugs may be included.	Medications that provide good overall value. A mix of brand-name drugs.	Medications that provide low overall value. Mostly brand-name drugs as well as some generics.	Medications that provide the lowest overall value. Mostly brand-name drugs as well as some non-preferred products.
Retail - 30-day supply	\$10 copay	\$70 copay	\$100 copay	\$200 copay
Mail order or retail - 90-day supply	\$25 copay	\$175 copay	\$250 copay	\$500 copay
Specialty - 30-day supply	\$200 copay	\$225 copay	\$300 copay	\$400 copay

Have more questions? We can help!

Visit Benefits.Surest.com or call **866-683-6440** for information about your prescription drug coverage and to estimate costs.



Getting to know your Prescription Drug List (PDL) and special requirements

The Prescription Drug List (PDL) contains the most commonly prescribed medications on your pharmacy plan. Medications are listed by common categories or tiers that represent the cost you pay. This makes it easier for you and your doctor to find options to help you save money. The PDL also provides valuable information on topics such as prior authorization (PA), step therapy (ST), quantity limits (QL), and plan exclusions to help you understand your pharmacy benefits. Log in to OptumRx.com to view the [PDL](#).

What's the best way to fill my prescriptions?

Your Lumen prescription drug benefits include 3 types of medications. It's important to know what type of medication you need, so you can determine where and how to get your prescriptions filled.

1 Non-maintenance medications

Medications prescribed for short-term conditions, like seasonal allergies or ear infections.*

Length of prescription fill:

Up to 30 days, no refills

Where to fill:

Retail pharmacy (example: grocery store or local drug store pharmacies)

Refilling a prescription:

Non-maintenance medications do not have refills. If you think you need additional medications, your doctor will need to write a new prescription.

Filling a NEW prescription:

Ask your provider to call in your prescription or take it to a local network retail pharmacy.



Where's the nearest network pharmacy?

The plan has a network of participating retail pharmacies, which includes many large drug store chains. For help finding a network pharmacy near you, call **866-683-6440** or log in to Benefits.Surest.com.

*For example only. Not an extensive list of conditions commonly treated with these medications.

2 Maintenance medications

Maintenance medications are prescribed for chronic, long-term conditions, like diabetes or birth control, and are taken on a regular, recurring basis.

Length of prescription fill:

Up to 90 days, with up to 3 refills

Where to fill:

The Lumen prescription drug plan does not require maintenance medications to be provided through Optum Rx® Home Delivery Pharmacy. You can use a retail pharmacy or mail-order pharmacy services for maintenance medications.

Refilling a prescription:

Use 1 of the 2 convenient options:

- Call **844-583-9544**.
- Complete the reorder form included with each medication shipment and submit it to Optum Rx for processing.

Filling a NEW prescription:

You'll need both the following from your doctor:

- One 30-day prescription with up to 1 refill that you can fill at any network retail pharmacy.

AND (if you want home delivery)

- One 90-day prescription with up to 3 refills for Optum Rx Home Delivery. It takes approximately 10 days for your new 90-day prescription to be filled and delivered to your door by Optum Rx.

There are 2 options for setting up Home Delivery:

1. Use ePrescribe. Ask your provider to send the electronic prescription to Optum Rx. Your provider can also fax in the order, if needed.
2. Log in to [OptumRx.com](https://www.optumrx.com). You will need to have the written prescription from your doctor to complete your setup.



Manufacturer coupons and manufacturer copay cards are now accepted with Home Delivery and specialty medications

If you pay for your maintenance medications outside of the plan using coupons or copay cards, you can submit a claim form for coverage review. If covered, the amount allowed* will apply to your deductible and out-of-pocket costs. The Member Reimbursement Claim Form can be found on the Prescription Drug Program page on the Intranet.



Opt in to receive refill reminders

When you register on [OptumRx.com](https://www.optumrx.com), you can opt in to receive email reminders when it is time to refill your prescriptions.



Optum Rx Easy Payment Plan

Spread the cost of your medication over three smaller monthly installments – so you don't have to pay all at once. And your order is shipped after the very first payment, so there's no waiting and no trips to the pharmacy. To get started, call **844-583-9544** to place an order for a 90-day supply of maintenance medication and choose the Easy Payment Plan.

*Cost-share amounts paid by a drug copay card or coupon do not count toward your deductible or out-of-pocket maximum. Drug copay cards and coupon amounts still may be used to help cover your cost share for your medications filled through Optum Specialty Services or through Home Delivery; however, only the money you pay out of pocket will apply to your deductible and out-of-pocket total.

3 Specialty medications

Specialty medications are those that may be injected, inhaled or taken by mouth to treat complex, long-term conditions, such as cancer, multiple sclerosis or HIV. These medications often require additional care, unique handling (i.e., storage and shipping), and special support to ensure proper use and prescription dispensing. They may not be available at retail pharmacies.

Length of prescription fill:

Up to 30 days per fill

Where to fill:

The Lumen prescription drug plan requires specialty medications to be provided via Mandatory Mail Order through Optum® Specialty Pharmacy. You cannot use a retail pharmacy or any other mail-order pharmacy for specialty medications.

Refilling a prescription:

Your Optum Specialty Services specialist will discuss your options when setting up your prescription.

Filling a NEW prescription:

Call **Optum Specialty Services** at **855-427-4682** to get started. They will contact your provider for you to get your specialty medication prescription transferred and filled. You will receive only a 30-day supply per specialty medication fill.



Special handling requirements?

If there are any special handling requirements for your medication, your Optum Specialty Services specialist will talk to you about this when setting up your prescription.